

# **CITY OF TUALATIN**

## **Classification Description**

**Job Title:** Court Clerk  
**Department:** Finance  
**Reports To:** Court Administrator  
**FLSA Status:** Non Exempt

**Summary:** The Court Clerk is primarily responsible for processing and maintaining court records and payments, court documentation, assisting in the court room, and communicating with the public and other agencies. Compliance with all regulations, state statutes, laws and ordinances. Handles confidential matters with discretion and excels in customer service.

**ESSENTIAL DUTIES & RESPONSIBILITIES** include the following; other duties may be assigned.

Assist the public over the counter and on the telephone; answer routine questions about court dates, court procedures, Oregon Department of Motor Vehicles regulations, bail and fine procedures, etc.

Direct communications to appropriate personnel (such as police officers, attorneys, corrections officials, and defendants) regarding court dockets and establish trial dockets; prepare letters notifying defendants of court appearance and trial dates; coordinate trial dates with police officer schedules and appropriate trial attorneys; set pre-trials, and prepare suspension forms.

Maintain and process court records; examine legal documents submitted to court for adherence to law or court procedures; prepare case folders and case dispositions.

Gather information and process court matters; exchange information with the City Police Department and other law enforcement and related agencies as necessary.

Maintain court records in accordance with statutes, regulations and policies. Manage volume of citations accurately under strict deadlines.

Provide skilled clerical work, processing court transactions with a high degree of public contact. Prepares accurate and timely reports. Act as a notary public.

Documents court policies and procedures; keeping them up to date to accommodate changing rules, regulations, situations and process improvements.

Accept, process, and deposit cash receipts; process refunds as appropriate. Establishes and monitors payment plan agreements. Sends accounts to collections as appropriate.

Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer. Interact with emotional and difficult people in a professional and tactful manner.

Maintain cooperative working relationship with City staff, outside professionals and agencies, and the general public.

Use good judgment in prioritizing daily and routine responsibilities. Work efficiently and effectively in fast-paced environment which includes changing priorities and frequent interruptions.

Drive to city facilities, training programs, and meetings as necessary.

Follow safety rules and procedures.

**SUPERVISORY RESPONSIBILITIES:** Supervision of other employees is not a normal responsibility of this position. May exercise limited direction over clerical employees or volunteers engaged in a variety of clerical tasks upon direction of the Court Administrator.

**EDUCATION and/or EXPERIENCE:** Working knowledge of office procedures and methods, work processing software, business English, etc. Knowledge of municipal court operations and experience with court software. High School diploma and/or equivalent supplemented by one year of experience related to assigned duties, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

**SPECIAL SKILLS/ABILITIES:** Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public. Ability to occasionally deal with upset or difficult individuals. Ability to work evenings. Working knowledge of Microsoft Word, Excel, and other similar software programs. Knowledge of Spanish is an asset.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources.

**Crisis Management** – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of the principles, practices and techniques of court administration. Considerable knowledge of the principles, practices and equipment of modern functions, policies and procedures of the department to which assigned as to how these relate to the City organization as a whole, or the ability to acquire such knowledge.

Ability to assemble, organize and present statistical, financial and factual information derived from a variety of original and secondary sources. Ability to establish and maintain effective working relationships with employees, officials and the general public. Ability to exercise resourcefulness, tact and perspective in developing solutions and recommending new techniques.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Possession of, or the ability to secure possession of, a valid Oregon driver's license. Possession of, or ability to obtain within three months, LEDS certification. Possession of, or the ability to secure possession of certification from the State of Oregon as a Notary Public.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate. Employee may frequently deal with upset individuals.